



2013 Quality Conference

April 17, 2013

Sacramento, California



2013 Conference Program



This year's conference theme was titled "Care Coordination—Conquering the Challenges." Featured speakers focused on ways to improve the care coordination process, strategies for overcoming barriers when engaging patients and families for active participation, coordinating care for complex needs patients, and using data to drive care coordination measurement and improvement.

Conference Welcome by DHCS Director



Toby Douglas

Director

California Department
of Health Care Services

Conference Opening Remarks by DHCS Medical Director



Neal D. Kohatsu,
MD, MPH

Medical Director

California
Department of Health
Care Services

Keynote Address: Systemness: The Prescription for Care Coordination and Integrated Service Delivery



Kenneth W. Kizer, MD,
MPH

Distinguished Professor
and Director

Institute for Population
Health Improvement

UC Davis Health System

Strategies for Overcoming Barriers

Panel Discussion



Panel Discussion—Engaging Patients and Families for Active Participation



Michael J. Lepore, PhD

Director of Quality,
Research, & Evaluation

Planetree

Panel Discussion—Coordinating Care for Complex Care Needs



Eugene Rich, MD

Senior Fellow and
Director

Center on Health Care
Effectiveness

Mathematica Policy
Research

Panel Discussion—Using Data to Drive Care Coordination Measurement and Improvement



Panel Discussion—Making Care Coordination Measures Meaningful



Mary Fermazin, MD, MPA

Vice President and Chief
Medical Officer

Health Services Advisory
Group, Inc.

Panel Discussion—Integrating Measurement and Evaluation in the Care Coordination Process



Michael J. Lepore, PhD

Director of Quality,
Research, & Evaluation

Planetree

Roundtable and Problem-Based Discussion



HEDIS Most Improved Award



Anthem Blue Cross
Partnership Plan
(Stanislaus County).

Accepting on behalf
of the plan and
pictured here is
Sallie Negin.

HEDIS Outstanding Performance Awards



Honorable Mention:

Kaiser Permanente
(San Diego County).

Accepting on behalf of
the plan and pictured
here is Marcine Crane.

HEDIS Outstanding Performance Awards



Bronze:

Central California Alliance
for Health (Monterey and
Santa Cruz Counties).

Accepting on behalf of the
plan and pictured here is
Michelle Stott.

HEDIS Outstanding Performance Awards



Silver:

Kaiser Permanente
(Sacramento County).

Accepting on behalf of
the plan and pictured
here is Elizabeth
Payette.

HEDIS Outstanding Performance Awards



Gold:

San Francisco Health Plan.

Accepting on behalf of the plan and pictured here are Kelly Pfeifer and Adam Sharma.

Most Improved Award From the Medi-Cal Managed Care Division Office of the Ombudsman



Molina Healthcare of
California Partner Plan, Inc.

Accepting on behalf of the
plan and pictured here is
Richard Bock.

Best Plan Award From the MMCD Office of the Ombudsman



Partnership HealthPlan of
California.

Accepting on behalf of the
plan and pictured here is
Tammy Fisher.

Special Acknowledgement Quality Awards



Outstanding Contribution
to Quality Improvement
in Medi-Cal Managed
Care is awarded to:

Jessica Friedlander
Grievance Coordinator

Partnership HealthPlan
of California.

Special Acknowledgement Quality Awards



Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to:

Karyn Appel
Enrollment Manager

Molina Healthcare of
California Partner Plan, Inc.

Special Acknowledgement Quality Awards

Not Pictured

Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Alameda Alliance for Health.

Special Acknowledgement Quality Awards



Outstanding Contribution to Quality Improvement in Medi-Cal Managed Care is awarded to the Health Education and Cultural & Linguistics Services Staff of:

Anthem Blue Cross Partnership Plan.

Accepting the award is Janice McCormick.

Special Acknowledgement Quality Awards

Not Pictured

Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Care1st Partner Plan.

Special Acknowledgement Quality Awards



Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Central California Alliance for
Health.

Accepting the award is Liza
Warren.

Special Acknowledgement Quality Awards



Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Health Plan of San Mateo.

Accepting the award is Beth
Clark.

Special Acknowledgement Quality Awards



Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Health Net Community
Solutions, Inc.

Accepting the award is Carol
Spencer.

Special Acknowledgement Quality Awards

Not Pictured

Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

L.A. Care Health Plan.

Special Acknowledgement Quality Awards



Outstanding Contribution to
Quality Improvement in
Medi-Cal Managed Care is
awarded to the Health
Education and Cultural &
Linguistics Services Staff of:

Molina Healthcare of
California Partner Plan, Inc.

Accepting the award is Karyn
Appel.

Closing Remarks



Margaret Tatar

Chief, Medi-Cal Managed
Care Division

California Department of
Health Care Services